

Defense Supply Center Richmond Community Involvement Plan



September 2003



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ACRONYMS

ATSDR	Agency for Toxic Substances and Disease Registry
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act
CIP	Community Involvement Plan
DLA	Defense Logistics Agency
DSCR	Defense Supply Center Richmond
EE/CA	Engineering Evaluation/Cost Analysis
EPA	U.S. Environmental Protection Agency
ESD	Explanation of Significant Difference
FFA	Federal Facility Agreement
FS	Feasibility Study
IRP	Installation Restoration Program
NPL	National Priorities List
OU	Operable Unit
PA	Preliminary Assessment
PAO	Public Affairs Officer
RAB	Restoration Advisory Board
RD	Remedial Design
RI	Remedial Investigation
ROD	Record of Decision
SARA	Superfund Amendments and Reauthorization Act
SI	Site Inspection
TAPP	Technical Assistance for Public Participation
VOC	volatile organic compounds
WBU	water-bearing units

1.0 OVERVIEW OF THE DSCR COMMUNITY INVOLVEMENT PLAN

This document outlines the community involvement approach to be used during the implementation of the Defense Logistics Agency's (DLA) Installation Restoration Program (IRP) concerning the environmental remediation efforts at Defense Supply Center Richmond (DSCR) in Chesterfield County, Virginia. The purposes of the community involvement effort are as follows:

- identify concerns the local community may have regarding ongoing environmental remediation efforts at the site;
- determine the best methods for communicating with interested stakeholders;
- establish effective and comprehensive mechanisms for involving and educating the community about the environmental remediation efforts; and
- set forth a strategy for ongoing, two-way communication between the DSCR and the community. In this document, the term "stakeholder" refers to community residents, interested or involved agencies, local businesses, and environmental organizations.

This community involvement plan (CIP) was developed using information obtained through interviews conducted to identify community needs and concerns. It provides an overview of current stakeholder issues and concerns and outlines the public involvement opportunities that the DSCR will provide to interested stakeholders as environmental remediation efforts continue.

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2.0 SITE DESCRIPTION

Since 1942, the mission of DSCR, an operation of the Defense Logistics Agency, has been to manage and furnish military general supplies to the Armed Forces and several federal civilian agencies. This section contains background information on DSCR, including the site's location, history, and an overview of environmental and health concerns related to its operations.

2.1 Site Location

DSCR is a fenced, 640-acre installation located in central Virginia, approximately 12 miles south of Richmond in the Bellwood section of Chesterfield County (Figure 1). The mailing address for the installation is 8000 Jefferson Davis Highway, Richmond, Virginia 23297-5100.

More than 7 million square feet of warehouses, open storage areas, administration buildings, and other support areas are located within the installation. Off-site, the area to the northeast and east of DSCR is predominantly single-family homes and apartment buildings.

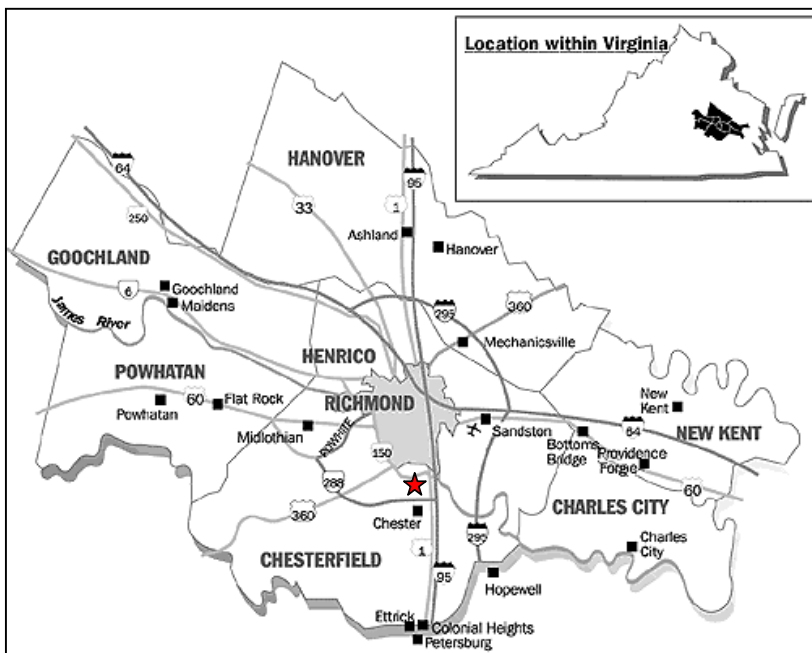


Figure 1: DSCR Location

2.2 Site History

DSCR is an active installation. Its primary mission is to purchase and distribute general supply items to the Armed Forces in support of Department of Defense missions. The majority of the items are aviation parts and engines for fighters, bombers, cargo aircraft, and helicopters. DSCR also manages chemicals, batteries, bearings, gauges, and maps.

The U.S. Department of the Army purchased the installation property in 1941. The original site consisted of two separate facilities—the Richmond General Depot and the Richmond Holding and Reassignment Point. In May 1943, the installation was renamed the Richmond Armed Service Forces Depot and was used jointly by the Quartermaster, Engineer, Medical, and Ordnance Corps. During World War II, 5,500 civilians and 457 military personnel worked at the Depot. In 1962, the installation was again renamed to the Defense General Supply Center, and most recently, in 1996, the facility name was changed to DSCR.



Figure 1: Current Aerial View of DSCR

Consistent with historic practices of other industries at military installations nationwide, some of the past operations and practices at DSCR resulted in the release of hazardous substances into the environment. In the late 1970s and 1980s, DSCR began to test the soils and water on site for evidence of contamination. Because of the results of these investigations, DSCR was listed on the National Priorities List (NPL) established by the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA) as amended by the Superfund Amendments and Reauthorization Act (SARA), on July 1, 1987. The NPL is a published inventory of hazardous waste sites in the country that are required to undergo extensive investigation and long-term cleanup; these sites are commonly referred to as "Superfund" sites.

2.3 Summary of the Superfund Process

As part of the Superfund process, in 1990 the U.S. Environmental Protection Agency (EPA), the Commonwealth of Virginia, and the Defense Logistics Agency entered into a Federal Facility Agreement (FFA) that established a procedural framework and schedule for developing, implementing, and monitoring appropriate response actions for environmental cleanup at the DSCR resulting from past practices. The Superfund process consists of several phases that lead to the ultimate goal of cleaning up the site and providing a safe environment for the community. Throughout this process, there are opportunities for community involvement.

Consistent with the requirements of CERCLA, DSCR is undergoing a process of investigation and remediation for each site identified as potentially contaminated. First, a **Preliminary Assessment** is conducted to gather information from files about former on-site use of potentially hazardous materials and to identify areas of potential contamination. Next, a **Site Inspection** is performed to find whether or not contamination is present. During the Site Inspection, soil, groundwater, and/or surface water samples are collected and analyzed from previously identified areas. If no further action is recommended following the site inspection, a **Decision Document** is prepared and distributed for public comment. If a further detailed study of the site is required, a **Remedial Investigation** is performed to identify the nature and extent of the contamination and to characterize possible threats to the environment and people living nearby. If a **Remedial Action** is necessary, a **Feasibility Study** is conducted to develop options for site cleanup.

After the Remedial Investigation and Feasibility Study are completed, the information gathered is used to develop and present the **Proposed Plan**. The plan describes various cleanup options under consideration and identifies the preferred option. The plan is presented to the public, public meetings are held to solicit input, and a public comment period is held. Following a review of comments received during the public comment period, a **Record of Decision (ROD)** is developed. The ROD specifies the Remedial Action objectives to be completed, describes the selected Remedial Action, and documents the public involvement and decision-making process. A notice is placed in local newspapers to inform the community of the cleanup decision.

After the ROD is signed, a detailed engineering design and construction phase begins. The **Remedial Design** includes detailed technical information necessary to implement the remedy. The actual construction and implementation of the remedy is the Remedial Action. If the selected response action results in site conditions that do not meet unrestricted land use assumptions, a review is conducted at least every five years after initiation of the selected Remedial Action to evaluate system performance to determine whether the Remedial Action is providing adequate protection of public health and the environment.

If at any phase of this process a short-term cleanup needs to be initiated to protect human health or welfare, a Removal Action will be initiated. The Removal Action process investigates the contamination at the site; assesses factors that affect the level of risk associated with removal; determines the urgency of the situation; plans or scopes the Removal Action, documents the decision of the action, and implements the Removal Action, and documents the completion of the action.

Currently, there are 13 Operable Units (OUs) located within three geographically designated zones at DSCR (Figure 3). OUs 1–5 and 10–13 are source area soils; OUs 6–8 comprise contaminated groundwater and surface water plumes associated with the source OUs, and OU9 is an interim Remedial Action (a groundwater extraction and treatment system) for OU6 groundwater in Zone 2. A description of each OU is available in the Defense Logistics Agency's IRP at the information repository (Appendix B). Each of these OUs is at varying stages of the CERCLA process. Between 1992 and 1998, interim RODs were signed for three of the nine source OUs (OUs 1, 3, and 5) and for the OU9 groundwater interim remedial action and a final, no-further-action ROD was signed for OU4 soils. Remedial Investigations have been largely completed for the remaining five source OUs and the three groundwater OUs. Supplemental field sampling is planned for 2003 and 2004 to collect the data necessary to complete the Feasibility Studies for these eight OUs and to support final remedy decisions and RODs for those OUs for which interim RODs are in place. DSCR is implementing a performance-based closure strategy to ensure that a coherent remedial strategy frame is implemented for all OUs. This strategy will identify reasonable and achievable cleanup objectives that are protective of protect human health and the environment and is intended to expedite cost-effective cleanup within a reasonable time frame.

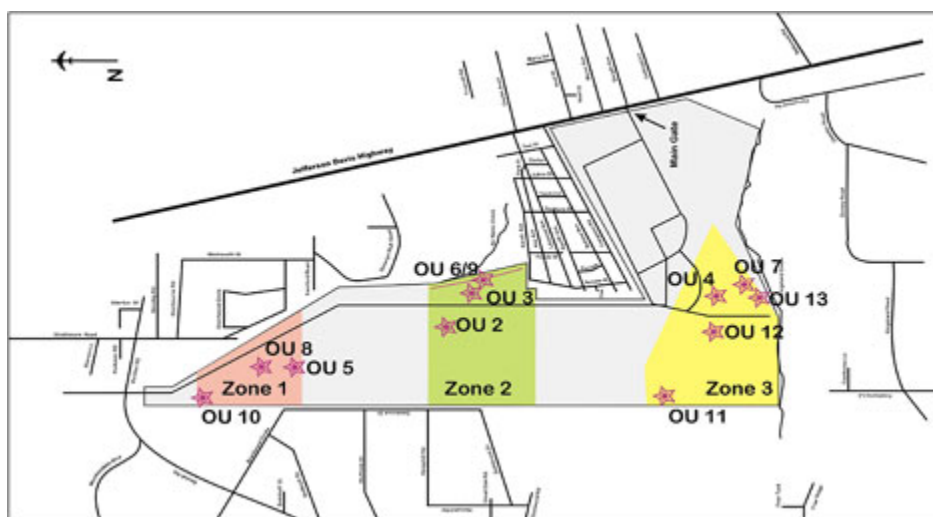


Figure 2: Operable Units at DSCR

2.4 Assessment of Human Health Issues

Activities at DSCR have resulted in soil, groundwater, surface water, and sediment contamination with volatile organic compounds (VOCs), other organic compounds and metals. In 1984, an on-site environmental assessment identified VOCs, solvents, pesticides, herbicides, and metals contamination. Contaminants in groundwater were found to have migrated off installation to the east of Zone 2 at DSCR, into the area north of the Rayon Park residential neighborhood. Contaminants in groundwater in the shallow water-bearing unit (WBU) at DSCR have discharged into No Name Creek, just east of the installation's eastern property boundary. By the year 2001, groundwater contamination continued to migrate to the east in the upper and lower WBUs; the southernmost boundary of the off-installation part of the Zone 2 plume has been delineated north of Rayon Park, suggesting that the plume does not extend into the Rayon Park area. A separate plume of groundwater contaminants in Zone 3 has migrated off installation to the south of OU4 (the Fire Training Area), and again, shallow groundwater contaminated with VOCs has discharged to Kingsland Creek, which forms the southern DSCR boundary (Figure 3). Exposure to groundwater contamination has been the primary health-related concern expressed by community members. As a result, the health effects of potential DSCR-related contamination have been the focus of several studies since the 1980s.

The Agency for Toxic Substances and Disease Registry (ATSDR) prepared a health consultation on May 9, 1986, addressing private well contamination near DSCR. At that time, VOCs detected in private wells were not present at concentrations believed to be associated with adverse health effects. VOC exposure has been associated with increased risk of certain cancers, including leukemia and hepatic carcinoma. A well survey conducted in March 1987 by the Chesterfield County Health District (part of the Virginia Health Department) found contaminant levels above regulatory limits for drinking water in some samples of well water in the Rayon Park area. As a result, most of residences in the Rayon Park area were connected to the public water supply. In June of 1992, private well sampling in the Kingsland Creek and Rayon Park area showed no contamination that originated from DSCR. One finding of elevated lead levels was attributed to well piping. In 1993, ATSDR studied possible exposure of Rayon Park residents to contamination in No Name Creek, which originates on DSCR and then flows through the western part of Rayon Park. ATSDR found that possible exposure to contaminants in well water and creek water did not present a significant health risk.

Because of the concern of community members of Rayon Park, the Chesterfield County Health Department conducted an evaluation of cancer incidence in Rayon Park in 2001. The results of this study indicate that Rayon Park residents were statistically no more likely to develop cancer than other Chesterfield County residents.

2.5 Lead Offices

DLA is the lead federal agency responsible for environmental cleanup decisions for DSCR. The Environmental Office and Public Affairs Office at DSCR are responsible for execution of this CIP.

3.0 COMMUNITY BACKGROUND

This section contains background information on the community and includes a brief description of the surrounding communities and a history of past community involvement at DSCR. This section also contains an analysis of the community interviews conducted to prepare this document. The community involvement activities presented in Section 4.0 of this CIP have been based on this information.

3.1 Community Profile

3.1.1 Local Infrastructure and Land Uses

DSCR is a 600 plus-acre installation located approximately 12 miles south of Richmond, Virginia in the Bellwood section of Chesterfield County in a moderately populated area. The facility has greater than 7 million square feet of covered and uncovered storage areas and employs more than 3,000 civilian and military individuals. The facility is approximately 1 mile west of U.S. Interstate 95. DSCR is serviced by the Richmond International Airport, Amtrak, and Greyhound. The following tenant organizations are on site:

- American Federation of Government Employees, Local 1992
- American Federation of Government Employees, Local 2047
- Army Corps of Engineers, Central Virginia Area Office, DSCR Project Office
- Defense Contract Management Office
- Defense Criminal Investigative Service
- Defense Distribution Depot Richmond
- Defense Education Supplies Procurement Office
- Defense Printing Service
- Defense Reutilization and Marketing Office
- Department of Defense Security Institute
- DLA Defense Systems Automation Center
- DLA Office of Operations Research and Resource Analysis
- DLA Office of Process and Resource Analysis
- DMC Columbus Richmond Detachment
- GSA Fleet Management Center
- Small Business Administration
- U.S. Army Health Clinic
- Veterinary Inspection Office, Richmond
- Virginia Army National Guard
- Virginia Department of Emergency Services

The communities around the installation consist primarily of residential areas and small businesses. No major agricultural operations other than a landscape business are located within a 1-mile radius of DSCR. An elementary school, residential areas (e.g., Bensley), and mixed commercial businesses are located north of DSCR. Neighborhoods east and southeast of the National Guard Area include a large, government-subsidized apartment project and Rayon Park, the residential area with confirmed historical private-well contamination.

Four surface water systems are associated with DSCR: Falling Creek, located about 1 mile north of DSCR; No-Name Creek, which originates near the northeastern corner of the National Guard Area (OU3); and Kingsland Creek, which forms the southern boundary of the installation. All of the creeks discharge into the James River, which is about 2 miles east of the installation. All of the creeks flow through or near residential neighborhoods where children live and play.

3.1.2 Population

According to population projections produced by the Virginia Employment Commission in 1999, Chesterfield County is a rapidly growing suburban county south of Richmond and is projected to be the most populous jurisdiction in the Richmond Metropolitan Area by 2010. The rapid growth of the county in the 1980s and 1990s is reflected in the following chart.

Population Trends in the Richmond Area

Jurisdiction	1980	1990	2000	2010*	1980–1990 Change	1990–2000 Change	2000–2010 Change
Chesterfield	141,372	209,274	259,903	317,000	48.0%	24.2%	22.0%
Henrico	180,735	217,849	262,300	277,000	20.5%	20.4%	5.6%
Richmond	219,214	202,798	197,790	186,000	-7.5%	-2.5%	-6.0%
Metro Area	761,311	865,640	996,512	1,095,000	13.7%	15.1%	9.9%
Virginia	5,346,818	6,187,358	7,078,515	7,738,000	15.7%	14.4%	9.3%

Source: U.S. Census

Comparison of Chesterfield County age groupings for 1990 and 2000 shows the greatest growth in the 50–59 and 40–49 age categories. The number of households making up the 30- to 39-year grouping, including the first wave of the "X" generation, decreased during the last decade. This accounts for the small growth in the 0–9 age group. It is also important to note significant percentage growth in the number of Chesterfield residents over age 70.

Age Distribution Trends in Chesterfield County

Age Group	1990	2000	1990–2000 Growth	Percent Change
0-9	34,705	38,150	3,445	9.9%
10-19	32,498	42,465	9,967	30.7%
20-29	29,414	27,660	-1,754	-6.0%
30-39	42,260	41,830	-430	-1.0%
40-49	34,165	47,014	12,849	37.6%
50-59	16,981	33,109	16,128	95.0%
60-69	11,651	15,435	3,784	32.5%
70-79	5,625	10,008	4,383	77.9%
80+	1,975	4,232	2,257	114.3%
Total	209,274	259,903	50,629	24.2%

Source: U.S. Census

Chesterfield County has become more racially diverse over the last 10 years. Between 1990 and 2000, the county's minority population grew by 70%, and minorities made up about 23% of Chesterfield's 2000 population, compared to about 15% in 1990. As can be seen in the following table, there is a new multiracial category for 2000 because the U.S. Census Bureau allowed people for the first time to indicate more than one race. Nationwide there was a very large increase in "other." The Census Bureau has indicated that it is possible that many Hispanics indicated "other" as there was no racial category for "Hispanic" and this statistic is consistent with the increase in Hispanic population. Hispanic people can be of any race.

Chesterfield County Race and Ethnicity Profile

Race	1990	2000	Percent Change
White	177,067	199,447	13%
Black or African American	27,196	46,195	70%
Native American	487	851	75%
Asian*	3,738	6,265	68%
Other	786	3,472	342%
Multiple Races		3,673	
Hispanic	2,511	7,617	203%
Total	209,274	259,903	24%

Source: U.S. Census. *Note: For purposes of valid comparison, the year 2000 Asian population also includes native Hawaiian and other Pacific islanders.

3.1.3 Government Structure

DSCR is located in the jurisdictions of the Commonwealth of Virginia and Chesterfield County. The elected Chesterfield County Administrator leads the operations of the County government to meet the needs of the citizens of Chesterfield County. The office advises members of the Board of Supervisors, recommends policies, and sets priorities for consideration by the Board concerning the provision of programs and services that provide the highest quality of life to county citizens. The County Administrator ensures compliance with federal, state, and local laws and ordinances as well as maintaining open communication with various sectors of the community such as the legislative delegation, business community, area governments, and county residents. Key government officials are identified with contact information in the Appendix A.

3.1.4 Education

Chesterfield County Public School System is one of the 100 largest school districts in the nation with more than 53,000 students attending 59 schools. Eighty-eight percent of the 2002 graduates planned to continue their education beyond high school.

3.1.5 Employment

The rapid growth of Chesterfield County's economy is closely linked to the county's emergence as one of the primary suburbs in the Richmond-Petersburg Metropolitan area, as well as the entire Commonwealth. As the county's population has grown, so have the number of businesses providing goods and services. By 2001 Chesterfield had captured over 24% of the region's retail sales dollars.

Unlike many rapidly urbanizing jurisdictions, the number of people employed in manufacturing in Chesterfield actually increased by 453 new jobs between 1991 and 2001. In that same time period, the total number of jobs in the county increased at a faster rate (37%) than the increase in population (26%).

Although Chesterfield's unemployment rate has risen recently (2.8% as of December, 2001), this rate is still relatively low compared to Virginia (3.6%) and the United States (5.3%). In 2001, more than 145,000 persons in Chesterfield were employed. The majority of those workers commute out of the county, but according to the 1990 census, more than 32,000 of the Richmond-Petersburg Metropolitan area workers commuted into Chesterfield County in 1990.

As shown in the following table, the median household income of Chesterfield County residents grew at a rate between 1979 and 1998 greater than that of the state as a whole. In 1979, there was a \$6,449 difference between Chesterfield County and all of Virginia. By 1998, the gap had increased to \$15,801.

Chesterfield County Median Household Income

Area	1979	1989	1998
Chesterfield County	\$23,924	\$43,604	\$58,423
Richmond Metropolitan Area	\$18,100	\$33,489	\$44,300
Virginia	\$17,475	\$33,328	\$42,622

Source: U.S. Census

3.2 Chronology of Community Involvement

A Restoration Advisory Board (RAB) was established on January 22, 2002 to provide a forum for the community to be involved in the decisions impacting the IRP. RAB members represent the community, Chesterfield County, DSCR, the Virginia Department of Environmental Quality, and EPA. According to the RAB charter, RAB members are not to exceed 13 in number and serve terms of two years. Members may be asked by the board to remain for subsequent two-year terms. The RAB meets monthly. Meetings continually rotate their focus from a technical meeting, followed by an administrative meeting, followed by a training meeting.

The RAB was involved in developing this CIP. Members were provided the opportunity to review and comment on the document, and their comments have been incorporated.

3.3 Community Interview Program

Major stakeholders were identified to be subjects of the community interview program. Stakeholders are individuals and groups that could be potentially affected by the environmental conditions or remediation efforts at DSCR and other individuals who are interested in the program. Interviewees were selected from a list provided by the DSCR Public Affairs Office, as well as from suggestions mainly by RAB members and others. Special efforts were made to interview representatives from each major stakeholder group involved with or known to be interested in the environmental cleanup efforts at DSCR.

Respondents were interviewed using a semistructured list of 18 questions formatted to gauge the communities' knowledge of and level of interest in the cleanup activities at DSCR. Questions also sought to identify stakeholder preferences for receiving information through various means of communication. A list of the interview questions and summarized responses are provided in Appendix C.

Most interviews were conducted in person and by telephone during the months of December 2002 and January 2003 in the communities surrounding DSCR. Ten community members and 10 RAB members were interviewed, including representatives of local businesses, public agencies, and environmental groups, as well as residents and elected officials. Public agencies represented in the interviews included EPA Region III and the Chesterfield County Administrator. At the request of the RAB, an additional 10 community members were interviewed in May and June of 2003.

Through these interviews it was learned that 70% of the community respondents know that the environmental cleanup effort at DSCR is ongoing and want to learn more. The Rayon Park community has increased its awareness and knowledge. The most common information sources mentioned were neighbors, Tom Owens (Public Affairs Office), community members Sue Young and Sarah Clarke, and newspaper articles.

Respondents feel that DSCR is a "good neighbor," "community-minded," a "valuable employer," a "good financial asset to Chesterfield County," and a good supporter of the local schools. The majority of the respondents feel that DSCR is viewed as a credible, trustworthy source of information. They have formed their opinions through reading newspaper articles, conversing with neighbors, having direct involvement with DSCR, and attending RAB meetings.

Respondents identified several concerns or issues related to the cleanup activities at DSCR:

- Would like to see problem solved
- Public perception problems
- Community distracted with details and technology
- Being environmentally responsible
- Not doing a good job telling their story
- Property values
- Length of cleanup
- Environmental justice
- Residents' health
- Water pollution in Kingsland and No Name Creeks

Respondents believe that the community is concerned about cleanup issues; however, level of concern lessens with increased distance from DSCR. Of the respondents with concerns, these concerns are discussed with family, friends, neighbors, and area business representatives.

Respondents feel that DSCR environmental program personnel and the regulatory agencies have been forthcoming with information (in a timely manner) and responsive to their concerns and/or the community's concerns and questions about cleanup activities. However, some respondents feel that DSCR was not very responsive in the past and has made some public relations mistakes; this may have led some community members to believe that DSCR is not being forthcoming with information.

Eighty-five percent of the respondents would like to be involved in activities related to the cleanup project, such as public meetings, or would like to receive information in the mail about the project. Those respondents that had participated in community involvement activities have attended RAB meetings. Some respondents feel that the RAB meetings got too technical very quickly.

Respondents described the media's coverage of DSCR as slanted, blown out of proportion, sensationalized, and reporters looking for "sound bites." Respondents receive information from neighbors, DSCR employees, RAB members, the newspaper, and the Internet. Popular forms of media among respondents include the *Richmond Times Dispatch* and *Chester Village News* newspapers, WRVA 1140 AM radio, and television channels 6 and 12. Eight-five percent of the community respondents were unaware of the cleanup information available on DSCR's Web site; those who were aware of the site had not visited it.

Half of the community respondents feel that they receive sufficient information about the cleanup program at DSCR; some said they would like information to be more simplified. Others wanted to receive more information directly from DSCR about the activities there. While DSCR mails a quarterly newsletter to surrounding communities, some respondents said that they do not receive it. Communication tools that would be useful to respondents are the public speakers bureau, newspaper articles, TV programs, and more consistent newsletter mailings.

4.0 COMMUNITY INVOLVEMENT PROGRAM

Active community involvement is essential to the success of any public project. An effective public involvement program, using an open and honest process, typically reduces, and in many cases eliminates, costly and time-consuming criticism and project interruptions and delays. This criticism typically results from a lack of early and active involvement of the community in the process, rather than from objections to the project. Consistent two-way exchange of information and interaction between project personnel and the public at regular intervals enhance mutual understanding and are critical in obtaining optimal and acceptable outcomes for all involved in environmental restoration programs. Active solicitation of comments and information from the community also enhances the technical and procedural effectiveness of the environmental cleanup decision processes and enables agencies to formulate responses that more effectively address the community's needs. The communication techniques suggested in this section were developed to help facilitate this approach. The following are actions to be taken by DSCR as part of the implementation of this CIP.

The goal of the DSCR CIP is to establish effective and comprehensive mechanisms for communication and exchange of information with all interested stakeholders. This CIP has the following objectives:

- Establish credibility with the community regarding DSCR cleanup activities.
- Maximize community involvement in the cleanup activities by providing stakeholders opportunities to share information concerning the remediation process and making sure that the community is aware of these opportunities.
- Ensure that the public understands that personal and community health interests are of paramount concern to DSCR.
- Inform and educate the community about the environmental restoration process and remedial plans and alternatives.
- Keep local residents, federal and state regulatory agencies, local elected officials, the media, and other interested parties informed in a timely manner of issues relating to environmental restoration investigations and actions.
- Ensure that DSCR is sensitive to and informed of changes in community concerns, attitudes, information needs, and activities regarding the cleanup and use their concerns as factors in evaluating modifications of the CIP as necessary to address these changes.
- Effectively serve the community's information needs and address citizen inquiries through prompt response and release of factual information through the media and other information dissemination techniques, as well as adequate follow-up.
- Effectively respond to the needs of the media by providing timely response to inquiries and requests for interviews and briefings, resulting in fair and accurate reporting of environmental restoration program activities/information.
- Create and maintain, through an active public affairs program, a climate of understanding and trust with the aim of providing information and opportunities for public comments and discussion.
- Provide a single point of contact for dissemination of information relative to environmental cleanup activities and decisions to the community.
- Identify community issues and potential areas of concern and develop and implement objective means to avoid and resolve conflict.
- Maintain the RAB as a forum for discussion and information exchange regarding the cleanup and use it better to bring other members of the community into the discussions.

4.1 Community Involvement/Communication Techniques and Activities

This section provides recommended approaches to help facilitate active public involvement and communication among all interested stakeholders with respect to the DSCR environmental office. These techniques and activities evolved primarily from the community interview program. The first seven techniques and activities are required by CERCLA, as amended by SARA, and subsequent guidance. The required and optional activities provide a framework for conducting a comprehensive and effective community involvement and information exchange program. The framework is flexible and allows for modifications based on future suggestions from community members, as well as changes in the IRP.

Additionally, based on the level of community interest, the amount, type, and frequency of activities can be adjusted as necessary. The techniques and activities to be utilized in meeting the program goal and objectives are presented in the following sections.

4.1.1 Establish and Maintain an Information Repository

To ensure program-specific information is available to interested community members, DSCR has established and maintains two information repositories. The locations and business hours for the information repositories are listed in Appendix B. These repositories contain copies of the full Administrative Record for the DSCR Environmental Restoration Program. The Administrative Record contains program-related documents including technical documents, informational fact sheets, public notices, and maps. This information is used by DSCR to make decisions regarding its IRP. DSCR will continue to update the repositories with information. News releases and other communication methods will be used to periodically remind the community of the availability of information at these repositories. DSCR has begun digitizing the Administrative Record to improve the accessibility of these materials; this information will be available on CD when completed.

4.1.2 Hold a Public Comment Period and Meeting for Restoration Documents

Federal law for particular documents requires public comment periods during stages of environmental restoration removal or remedial actions. Documents that require public comment periods include Engineering Evaluation and Cost Analyses, Proposed Remedial Action Plans, and Remedial Action Plans. The public comment period provides citizens with the opportunity to express opinions on certain DSCR environmental restoration documents/plans, which include cleanup alternatives. Community input is encouraged, and citizens are made aware that DSCR considers their opinions prior to making final decisions. The comment period lasts for a minimum of 30 days and can be extended by citizen request. These review periods are announced in local newspapers, special mailings and, when possible, in fact sheets. During the public comment period, DSCR will provide an opportunity for the community to meet with the decision makers to discuss their comments. DSCR will provide a transcript of the meeting for public review. Public comment periods will be held as documents become available.

4.1.3 Prepare Responsiveness Summaries

Following the required public comment period for any document, a Responsiveness Summary will be prepared. The Responsiveness Summary documents public concerns and issues raised during the comment period. It contains DSCR's responses to those comments and records how comments have been considered in the decision-making process. The Responsiveness Summary becomes a part of the Decision Document and will be made available for public review at the information repositories before a remedial or removal action begins. Providing responses to citizens' concerns and comments will help to continue a productive, two-way flow of information.

4.1.4 Publish Public Notices

CERCLA requires that public notices be issued to inform the community of the release of documents requiring public review and comment, the timing of the public comment period for the document, the signing of the Decision Document, and any changes to a Decision Document. These notices ensure the community has an opportunity to voice opinions and concerns. Public notices also announce meetings, such as RAB meetings. DSCR typically publishes notices in the *Chester Village News* and *Richmond Times Dispatch*.

4.1.5 Revise the Community Involvement Plan

The CIP is a working document. Suggestions from the public are welcome. Activities will be added or removed and modifications to the plan will be made as needed. The CIP will be revised to reflect significant changes in the level and nature of community concerns and appendices updated as necessary. DSCR will review the CIP every two years at a minimum.

4.1.6 Restoration Advisory Board

DSCR established an RAB January 22, 2002 to provide a forum for the community to be involved in the environmental cleanup at DSCR. The RAB is an advisory board and can make suggestions, recommendations, and comments on issues concerning investigation and remediation activities. The RAB

is co-chaired by a DSCR representative and a community representative. RAB membership is open to the public, and selection is based on applicants' representation of diverse interests in the local community with preference given to those who are most impacted by the restoration process. RAB members are selected to serve two-year terms. A list of current members is included in Appendix A. Participation by EPA, the Virginia Department of Environmental Quality, and Chesterfield County representatives increases communication among all stakeholders. Interested citizens and the media are invited to attend meetings and observe the board at work. The RAB meets monthly following a rotating schedule of technical, administrative, and training meetings. The technical and administrative meetings are facilitated to help keep meetings moving forward.

Community members have expressed concern that meetings are too technical for anyone wanting to become familiar with the project. However, RAB members have been exposed to the technical aspects of the cleanup and have a greater appreciation of the issues involved than the general public. As the community involvement program matures, more basic and background on the cleanup efforts should be available to the general public and to new RAB members, which will alleviate some of these issues. Presentations to be delivered at RAB meetings should be reviewed regarding the level of technical expertise needed to understand the briefings and kept audience appropriate. This is important for all communication/outreach efforts/tools and will help to minimize the confusion and frustration that have resulted in the past.

New RAB members should be provided with enough information to be introduced to the cleanup program and its technical aspects and to become familiar with the issues.

4.1.7 Notify Public of Availability of Technical Assistance

Technical assistance is available to the RAB through the Department of Defense Technical Assistance for Public Participation (TAPP) program. RAB members may vary in their experience and skills—some may have technical backgrounds in the environmental field, some may be community or business leaders, and others may be neighbors of DSCR with the perspective and concerns of an individual resident. The TAPP program can be used to equip the board with the additional skills they may need by providing financial assistance to procure a technical expert or technical training to help members better understand the scientific and engineering issues underlying complex environmental restoration activities. This technical assistance enables RAB members to provide more effective input into decisions.

The DSCR RAB has considered how to possibly use TAPP. DSCR should continue to provide guidance on this subject and could provide examples of how other RABs have used and benefited from TAPP.

4.1.8 Designate a Central Point of Contact

The Public Affairs Officer (PAO) at DSCR is the point of contact for any external/public inquiries about the environmental cleanup efforts at DSCR. Although this person is not a technical expert, the PAO can assist with general inquiries and help obtain answers to technical questions or refer the inquiry to the appropriate DSCR staff. The name and address of the designated point of contact will be listed in newsletters, fact sheets, and news releases. The designated central point of contact for the DSCR is Tom Owens, PAO.

4.1.9 Hold Community Meetings

In general, community meetings can be held when necessary to inform local community members about DSCR environmental actions and/or site condition changes. The format of the meeting can range from informal availability/open house sessions to a more formal presentation/question-and-answer format. Informational tools used at these meetings may include posters, fact sheets, and other site-specific displays or demonstrations. DSCR will provide the public with at least two weeks' notice of a scheduled meeting. Smaller group meetings with neighborhood or civic associations can also be held upon request or invitation. The purpose of any meeting is to convey information about the environmental efforts in a clear and comprehensive manner and provide opportunities for members of the community to interact with DSCR personnel and other involved agencies.

Specifically, because of the findings of the interviews associated with this CIP, a community meeting should be held and widely advertised to provide residents and stakeholders with more

information on the cleanup at DSCR. This meeting could be structured in an open house format so that community members can informally talk with various DSCR and government representatives. In addition, Kingsland Creek residents expressed an interest in having a community meeting in their area; this meeting should be tailored to address any issues that may affect them, including any activities in the vicinity of Kingsland Creek and DSCR property adjacent to this residential area.

4.1.10 Compile and Maintain a Mailing List

DSCR has begun compiling a mailing list of parties who have expressed an interest in the environmental cleanup at DSCR for the purpose of information dissemination. The list includes interested community members, elected local and state officials, RAB members, citizen groups, and local media representatives (see Appendix A). The mailing list will be continually updated through the collection of name and address information at all public/DSCR interactions regarding environmental cleanup of the installation. Through community interviews it was learned that not all neighbors are included on the mailing list. It is suggested that a mailing list be purchased for the community surrounding DSCR within 3 miles. The Web site could also be revised to include a mailing list sign up form; however, not many people visit the Web site, so this method should not be solely relied on. The mailing list will be used to distribute newsletters, fact sheets, media releases, notices of public meetings, and other types of printed materials. This communication medium helps ensure that all relevant, as well as potentially relevant, individuals/groups are kept up to date on cleanup activities.

4.1.11 Project Updates and Fact Sheets

Project updates and fact sheets will be prepared by the DSCR Public Affairs Office in conjunction with the Environmental Office Management Division for distribution to the mailing list and media contacts listed in Appendix A and posted on the Web site.

Project updates addressing ongoing inspection and remediation activities will help communicate to stakeholders the activities taking place and the ongoing nature of the cleanup efforts. Other project updates should address the following community involvement topics: public involvement opportunities, such as RAB meeting schedules and overview; description and location of information repository; Administrative Record database. In addition, a list of frequently asked questions (FAQs) received on the information phone line or Web site can be compiled and answered in either a project update or fact sheet.

Fact sheets written in a nontechnical style should be prepared as necessary throughout the duration of the IRP. Topics could include:

- community involvement opportunities—outlining this CIP
- environmental studies and remedial actions
- health and safety measures taken on site and for the community
- environmental remediation technologies

4.1.12 DSCR Web Site

Internet use was popular among most interviewees; however, none of the respondents had visited the DSCR Web site. It is suggested that the site have an easier domain name. The current DSCR Web site will continue to be modified to include IRP updates so that community members can monitor progress of the environmental cleanup process. Revising to include more general information on the cleanup at DSCR can enhance the Web site. Currently, briefings that are on the Web site are too technical for the public to understand. Other revisions to the Web site could include providing the RAB meeting schedule and meeting agendas in advance of meetings; posting project updates and fact sheets as they are produced; adding graphical interest by including photos of inspection and remediation activities and community involvement activities; and providing a “Contact Us” option to allow users to communicate directly with DSCR. In addition, DSCR’s main Web site (<http://www.dscr.dla.mil/>) needs a clearer link to access the community involvement Web site (currently hosted on the U.S. Army Corps of Engineers Web site at <http://www.nao.usace.army.mil/Projects/DSCR/DSCR.html>). Alternately, DSCR should consider hosting a new Web site with a new domain name specifically for the community involvement program. If DSCR were to build a community involvement specific Web site, Web statistics should be gathered to evaluate visitation. It is suggested that the Web site address be included on all outgoing correspondence so that the community will learn where it is and frequent the site more often.

4.1.13 Present Project Updates at Local Community Group Meetings

DSCR should continue attending/speaking at local group meetings to communicate the remediation efforts and activities under way at DSCR. Specific outreach efforts should be made to the Kingsland Creek and Rayon Park areas, as residents of these two neighborhoods expressed the greatest concerns during the community interviews.

4.1.14 Conduct On-Site Tours

The use of on-site tours can be an effective mechanism for improving communications and credibility with the surrounding community. Tours should be offered to community members residing in neighborhoods immediately adjacent to DSCR and be made available, upon request, to any interested community group. The DSCR Public Affairs Office will coordinate the tours, and the Environmental Office will provide the tour guide and fact sheets as appropriate.

4.2 Risk Communication Training

Both government and contract personnel who interact with the public concerning DSCR environmental issues have received risk communication training. It is suggested that a training course be held every other year as a refresher to the team. This can assist with the conveyance of technical issues to community members and also help educate new team members throughout the life of the project. In addition, DSCR should consider requesting risk communication workshops, specialized advanced training, and consultation to advance their outreach efforts.

4.3 Evaluation Metrics

Throughout the implementation of the CIP, evaluation metrics will be used to keep the CIP updated and focused on the community's current interests. Methods of obtaining feedback will be incorporated into the project's Web site, and evaluation forms will be used at public involvements events and RAB meetings. Evaluation may include the following:

- attendance at RAB meetings,
- Web site traffic evaluation,
- use of information repository, and
- community comments submitted during public comment periods.

The results of these evaluations will be summarized and reported to the RAB and project team members for review and comment. This process will help the CIP become a living document, as it will be revised biennially.

4.4 Community Facilities Available

Local facilities have been identified for public meetings and are listed in Appendix B.

4.5 Key Individuals and Organizations

The DCSR Public Affairs Office and the DCSR Environmental Office will implement this CIP with oversight from the RAB.

4.6 Areas of Sensitivity

During the community interview process, a significant Latino population was identified. It is important throughout the implementation of the CIP that key community outreach material be translated into Spanish to include the following:

- link on Web site for Spanish speakers with a contact at DSCR and
- basic fact sheet outlining the environmental cleanup efforts at DSCR to introduce activities to surrounding communities.

Appendix A. Key Contact List

KEY CONTACT LIST

Federal Elected Officials

Sen. George Allen (R-VA)
507 E. Franklin St.
Richmond, VA 23219
Phone: 804-771-2221
Fax: 804-771-8313

Sen. John Warner (R-VA)
600 E. Main St.
Richmond, VA 23219
Phone: 804-771-2579
Fax: 804-782-2131

Rep. Randy Forbes (R-VA 4th)
2903 Boulevard, Ste. B
Colonial Heights, VA 23834
Phone: 804-526-4969
Fax: 804-526-7486

State Elected Officials

Governor Mark Warner (D-VA)
State Capitol, 3rd Floor
Richmond, VA 23219
Phone: 804-786-2211
Fax: 804-371-6351

Del. Dwight Jones (D-VA 70th)
State House of Delegates
508 General Assembly Building
Richmond, VA 23218
Phone: 804-698-1070
Fax: 804-786-6310

Sen. Henry Marsh III (D-VA 16th)
State Senate
600 E. Broad St.
Richmond, VA 23219-1800
Phone: 804-648-9073
Fax: 804-648-2116

Local Officials

Kelly E. (Dale) Miller
Chairman
Chesterfield County
P.O. Box 40
Chesterfield, VA 23832-0040
Phone: 804-748-1211
Fax: 804-717-6297
E-mail: millerk@co.chesterfield.va.us

Lane B. Ramsey
County Administrator
Chesterfield County
P.O. Box 40
Chesterfield, VA 23832-0040
Phone: 804-748-1211
Fax: 804-717-6297
E-mail: ramseyl@co.chesterfield.va.us

DSCR Points of Contact

Andrew Gootee, Ph.D.
Environmental Public Affairs Specialist
DSCR-SP
Defense Supply Center Richmond
8000 Jefferson Davis Highway
Richmond, VA 23297-5427
Phone: 804-279-6063
Fax: 804-279-6052
E-mail: Andrew.Gootee@dla.mil

Adrianne Moore
Chief, Environmental Office, DSCR-SD
Defense Supply Center Richmond
8000 Jefferson Davis Highway
Richmond, Virginia 23297
Phone: 804-279-6465
Fax: 804-279-3397
E-mail: adrianne.moore@dla.mil

Tom Owens
Public Affairs Officer
Defense Supply Center Richmond
8000 Jefferson Davis Highway
Richmond, VA 23297-5764
Phone: 804-279-5666
Fax: 804-279-6052
E-mail: tom.owens@dla.mil

Jimmy Parrish
Environmental Office
Defense Supply Center Richmond
8000 Jefferson Davis Highway
Richmond, Va. 23297-5764
Phone: 804-279-6949
Fax: 804-279-6052
E-mail: Jimmy.Parrish@dla.mil

Restoration Advisory Board Members

Charles Carrell
Director of Support Services at DSCR
Government RAB Co-chair
Defense Supply Center Richmond
8000 Jefferson Davis Highway
Richmond, VA 23297-5764
Phone: 804-279-3851
Fax: 804-279-6052
E-mail: ccarrell@dla.mil

Joan Salvati
Chesterfield County Member
Chesterfield County
P.O. Box 40
Chesterfield, VA 23832-0040
Phone: 804-748-1961
E-mail: Harrisr@co.chesterfield.va.us

Janet Mauro Moe
RAB Community Co-Chair
6350 Dalebrook Dr
Richmond VA 23234
Phone: 804-275-4282
E-mail: Jmoe04011@aol.com

George A. Beadles, Jr.
10679 W. Providence Rd
Richmond VA 23236
Phone: 804-674-8986

Clarence Brooks
Bensley Civic Association
3012 Bensley Road
Richmond VA 23237
Phone: 804-275-1766
Phone: 804-383-4249(W)

Sarah K. Clarke
3428 Kingsland Rd
Richmond VA 23237
Phone: 804-743-0967
Phone: 804-341-0881 (Voice)
E-mail: Sclarke9719@yahoo.com

Brian Collings
6026 Grinton Road
Richmond VA 23237
Phone: 804-743-1036
Phone: 804-677-8941(W)

Joyce M. Jackson
Better Housing Coalition
P.O. Box 12117
Richmond VA 23241
Phone: 804-644-0546, Ext. 24
E-mail: Jycjackson@aol.com

Lonnie W. McCoy
2919 Key Ave
Richmond VA 23237
Phone: 804-714-1758
E-mail: Lonniemccoy@cs.com

Robert C. Williams
7915 Noel Ct
Richmond VA 23237
Phone: 804-275-4722

Susan Young
Jefferson Davis Association
10301 Jefferson Davis Highway
Richmond VA 23237
Phone: 804-275-1760

Environmental & Citizens Groups

Chesterfield Chamber of Commerce
Roger Habeck
Chester, VA
Phone: 804-748-6364
E-mail: rhabeck@mindspring.com
Web site: www.chesterfieldchamber.com

Chesapeake Bay Group (affiliated with the National
Sierra Club and the Virginia Chapter of the Sierra
Club)
Fred Adams, Chair
1548 Edgewater Drive
Virginia Beach, VA 23464
Phone: 467-2775
E-Mail: warbler@exis.net

Greater Richmond Environmental Action Trust
Donna Lacy
P.O. Box 11072
Richmond, VA 23030
Phone: 804-915-8190
Fax: 804-915-8399

The Nature Conservancy, VA Chapter
Michael Lipford
490 Westfield Road
Charlottesville, VA 22901
Phone: 804-295-6106
Fax: 804-979-0370
E-mail: cmullen@tnc.org
Web site: <http://nature.org>

The Virginia Conservation Network
1001 East Broad Street, Suite LL 35-C
Richmond, VA 23219
Phone: 804-644-0283
E-mail: ellenshepard@yahoo.com

EPA Officials

Jack Potosnak
Remedial Project Manager
U.S. Environmental Protection Agency, Region 3
Hazardous Site Cleanup Office
1650 Arch St
Mail Code 3HS13
Philadelphia, PA 19103
Phone: 215-814-3362
E-mail: potosnak.jack@epa.gov

Vance Evans
Community Involvement Coordinator
U.S. Environmental Protection Agency, Region 3
1650 Arch St
Philadelphia, PA 19103
Phone: 800-553-2509
Phone: 215-814-5526
E-mail: evans.vance@epa.gov

Patricia L. Taylor
Community Involvement Coordinator
U.S. Environmental Protection Agency, Region 3
1650 Arch St
Philadelphia, PA 19103
Phone: 215-814-5539

Environmental and Health Department Officials

Eric Salopek
Department of Environmental Quality
Remedial Project Manager
P.O. Box 10009
Richmond, VA 23240
Phone: 804-698-4427
E-mail: ejshalopek@deq.state.va.us

Chesterfield County Department of Parks & Recreation
P.O. Box 40
Chesterfield, VA 23832-0040
Phone: 804-748-1623
Fax: 804-751-4131
E-mail: parksrec@co.chesterfield.va.us

William R. Nelson, MD, MPH, District Health Director
Chesterfield County Health Department
PO Box 100
Chesterfield, VA 23832-0040
Phone: 804-748-1691
Fax: 804-751-4497
E-mail: nuckolsb@co.chesterfield.va.us

Virginia Department of Health
Office of Environmental Health Services
1500 East Main Street, Room 115
Richmond, VA 23219

Local Safety Officials

Ms. Burke
Community Relations
Chesterfield Emergency Communications Center
PO Box 40
Chesterfield, VA 23832-0040
Phone: 804-748-1556
E-mail: cimburkep@co.chesterfield.va.us

Steve A. Elswick
Chief
Chesterfield Fire and EMS
P.O. Box 40
Chesterfield, VA 23832-0040
Phone: 804-748-1360
Fax: 804-751-9022
E-mail: fire@co.chesterfield.va.us

Col. Carl R. Baker
Chief of Police
Chesterfield County Police Department
10031 Iron Bridge Road
Chesterfield, VA 23832
Phone: 804-748-1251
Fax: 804-748-1239
E-mail: CCPD@co.chesterfield.va.us

Local School District

Debra Q. Marlow
Director of Community Relations
Chesterfield County Public Schools
P.O. Box 10
Chesterfield, VA 23832
Phone: 804-748-1433
Fax: 804-768-4383
E-mail: ccpsinfo@chesterfield.k12.va.us

Media Contacts Newspaper/TV/Radio

Newspapers
Richmond Times-Dispatch
300 E Franklin St
Richmond, VA 23219
Phone: 804-649-6000
Fax: 804-775-8059
E-mail: letters@timesdispatch.com
Web site: www.timesdispatch.com

The Progress - Index
15 Franklin Street
P.O. box 71
Petersburg, VA 23804
Phone: 804-732-3456
E-mail: Newsroom@Progress-Index.com
Web site: www.zwire.com/site/news.asp?brd=2271

Fax: 804-230-2793
E-mail: news12a@prodigy.com
Web site: www.wwbt.com

Chester Village News
Web site: www.chesteronline.net

Magazines

Virginia Business
333 E. Franklin St
Richmond, VA 23219
Phone: 804-649-6999
Fax: 804-649-6311
E-mail: fortherecord@va-business.com
Web site: www.virginiabusiness.com

Television Stations

WCVE Richmond (PBS)
23 Sesame St
Richmond, VA 23235
Phone: 804-320-1301
Fax: 804-320-8729
E-mail: jfelton@ideastations.org
Web site: www.ideastations.org/ric/pbs_ric.html

WRIC (ABC-8)
301 Arboretum Pl
Richmond, VA 23236-3464
Phone: 804-330-8888
Fax: 804-330-8882
E-mail: news@wric.com
Web site: www.wric.com

WRLH (Fox 35)
P.O. Box 11169
Richmond, VA 23230
Phone: 804-358-3535
Fax: 804-358-1495
E-mail: fox35@fox35.com
Web site: www.fox35.com

WTVR (CBS-6)
3301 W Broad St
Richmond, VA 23230
Phone: 804-254-3600
Fax: 804-254-3699
E-mail: staff@newschannel6.com
Web site: www.wtvr.com

WWBT (NBC-12)
5710 Midlothian Turnpike
Richmond, VA 23201
Phone: 804-233-5461

Appendix B. Suggested Locations for Public Meetings and Information Repository

SUGGESTED LOCATIONS FOR PUBLIC MEETINGS

1. Bensley Community Building
2900 Drewrys Bluff Road
Chester, Virginia
Contact: Dennis Barnes
Phone: 275-5321

2. Bensley Elementary School
6600 Strathmore Road
Richmond, Virginia 23237
Contact: Paula Garnett or Bessie Cooper
Phone: 804-743-3610

Note: a rental application and fee are required

INFORMATION REPOSITORY

The information repository for DSCR is in the following two locations:

Defense Supply Center Richmond
8000 Jefferson Davis Highway
Richmond, VA 23297-51001
Contact: Tom Owens
Phone: 804-273-3209
Hours: Monday through Friday, 7:30–4

Chesterfield Central Library
9501 Lori Road
Richmond, Virginia 23832
Contact: Reference Librarian
Phone: 804-751-4955
Hours: Monday through Thursday, 10–9; Friday and Saturday, 10–5:30; Closed on Sundays

The repository is indexed in a simple and convenient manner. Materials are in the repository before the public is provided access to them. Following is a sample information repository index:

- General information
- CERCLA background information
- Community Involvement Plan
- Fact sheets
- News clippings and news releases
- Restoration Advisory Board (RAB) mission statement and charter
- RAB meeting agendas, minutes, and handouts
- Public meeting transcripts
- Technical Assistance Grant application information
- Federal Facilities Agreement or Interagency Agreement
- Common contaminants information
- Maps of the site
- Notices of availability, meetings, and public comment periods from local newspapers and summaries of public meetings
- Verification Investigation documents
- Preliminary Assessment report
- Site Inspection report
- Remedial Investigation and Feasibility Study documents
- Risk assessments and public health surveys
- Screening assessments and other documentation of site sampling results
- Records of Decision (ROD), ROD amendments, Explanations of Significant Difference (ESD)
- Removal Action implementation work plan(s)
- Treatability study work plans and results reports
- Remedial design work plan
- Engineering Evaluation/Cost Analysis (EE/CA) reports
- Remedial action operations and monitoring (O&M) reports
- Long-term monitoring reports
- Remedial action operating permits and/or permit waivers/exemptions
- Operating Properly and Successfully (OPS) certifications
- Site closeout reports
- Facility-wide/background studies and other published technical studies
- Installation Action Plan
- Other information relevant to developing and articulating a transparent and defensible response-complete decision.

Appendix C. Community Interview Responses

COMMUNITY INTERVIEW RESPONSES

The following questions were asked during the interviews. Following each question is a summary of responses.

Question 1: What do you know about environmental cleanup efforts at DSCR?

Seventy percent of community respondents know that the environmental cleanup effort at DSCR is ongoing and they want to learn more. Over time, Rayon Park residents have increased awareness and knowledge.

Question 2: What is the source of this knowledge?

The most common sources of knowledge were neighbors, Tom Owens, Sue Young, Sarah Clarke, and newspaper articles.

Question 3: What do you think about DSCR in general? Why?

Respondents feel that DSCR is a “good neighbor,” “community-minded,” a “valuable employer,” a “good financial asset to Chesterfield County,” and a good supporter of the local schools.

Question 4: What sources of information have you used to form this opinion?

Sources included newspapers, neighbors, direct involvement with DSCR, and attending meetings.

Question 5: What concerns or issues do you have regarding the contamination or cleanup activities at the Supply Center? (This includes technical—real risk, immediate versus long-term risk—psychological, social, economic, and legal)

Concerns and issues raised included:

- Would like to see problem solved
- Public perception problems
- Community distracted with details and technology
- Being environmentally responsible
- Not doing a good job telling their story
- Property values
- Length of cleanup
- Environmental justice
- Resident's health
- Water pollution in Kingsland and No Name creeks

Question 6: Do you believe the community is concerned about the environmental cleanup at DSCR? If not, why?

Respondents believe that the community is very concerned; however, level of concern drops as people get away from center/immediate area.

Question 7: Have any relatives, friends or neighbors living in this area discussed their concerns about the facility and/or project with you?

Respondents have discussed these concerns with family, friends, neighbors, and area business representatives.

Question 8: Do you feel that DSCR environmental program personnel and the regulatory agencies have been forthcoming with information (in a timely manner) and responsive to your concerns and/or the community's concerns and questions about cleanup activities?

Respondents feel that DSCR environmental program personnel and the regulatory agencies have been forthcoming with information (in a timely manner) and responsive to their concerns and/or the community's concerns and questions about cleanup activities. However, some respondents feel that DSCR was not responsive in the past.

Question 9: Is there a local activist or group interested in cleanup at the site? Do you see this person or group as being more/less credible/trustworthy than DSCR?

Groups mentioned included the Bensley Civic Association, Chesapeake Bay Group, State PIRG, Rayon Park Association, and the Sierra Club. No one feels that these groups are more/less credible/trustworthy than DSCR.

Question 10: Have you been involved in any DSCR community involvement activities, such as attending a public meeting or Restoration Advisory Board meeting? If you have been involved, how did you find out about this meeting?

Eight of 20 community respondents have participated in a community involvement activity at one time or another. Those respondents involved in community involvement activities have attended RAB or other public meetings. Some respondents feel that the RAB meetings got too technical very quickly.

Question 11: Would you like to be involved in activities related to the cleanup project, such as public meetings, or receive information in the mail about the project?

Eighty-five percent of the respondents would like to be involved in activities related to the cleanup project, such as public meetings, or receive information in the mail about the project.

Question 12: How would you describe the media's coverage of the Supply Center cleanup program?

Respondents feel that the media's coverage of DSCR is slanted, blown out of proportion, or a bit sensationalized and that reporters were looking for sound bites.

Question 13: Are you aware of the cleanup information available on DSCR's Web site? If yes, what do you think of the information that is available on the Web site?

Eighty-five percent of the community respondents were unaware of the cleanup information available on DSCR's Web site. Those that were aware have not ever looked at the Web site.

Question 14: How do you currently receive information about DSCR? How do you usually learn/find out about an issue/an event at DSCR?

Respondents receive information from neighbors, the DSCR newsletter, DSCR employees, RAB members, and the newspaper and to a lesser extent, the Internet. The Internet is a favorite tool for obtaining information in general.

Question 15: What newspapers, TV, and/or radio stations do you read, watch or listen to?

Popular forms of media among respondents include the *Times Dispatch* and *Village News* newspapers, 1140 AM radio, and television channels 6 and 12.

Question 16: Do you feel you receive enough information about the Supply Center cleanup program?

Half the community respondents feel that they do receive enough information. Some would like information to be more simplified. Others want more information directly from DSCR.

Question 17: If not, what other types of communication networks would be useful to you? (For example: public meetings, fact sheets, public speakers bureau, poster displays in public places, newsletters, or Web site)

Communication types that would be useful to respondents are a public speakers bureau, newspaper articles, TV programs, and more consistent newsletter mailings.